



JOB DESCRIPTION

Title: **IT TECHNICIAN / WEB SUPPORT**
Department: Information Technology
Class Code: 3270
FLSA Status: Non-Exempt
Effective Date: November 1, 1992 (Rev. 06/2019)

GENERAL PURPOSE

Under general supervision of the IT Support Supervisor, oversees operations of telephone systems and related peripherals; performs complex computer and telephone systems operations; provides support for web technology; coordinates, implements and integrates the city's websites, services, and applications, including the development of web-based strategies for leveraging organizational procedures and processes via the Intranet and Internet.

ESSENTIAL DUTIES

- Responsible for the administration of the ShoreTel phone system, performing phone and voicemail maintenance, including moving, adding, and changing user features. Maintains problem log; places and coordinates repair calls and provides follow-up to ensure problems are resolved in a timely and acceptable fashion.
- Creates and maintains phone documentation and procedures.
- Responsible for designing, coding, and modifying websites, from layout to function and according to city specifications. Creates visually appealing sites that feature user-friendly design and clear navigation. Performs a variety of duties in the testing and maintenance of the organization's web sites. Manages organizational web administration in conjunction with the CivicPlus application.
- Assist the Mayor's office in managing and maintaining the city's social media platforms.
- Provides the first level of help desk responsibilities. Receives calls, provides first level response, and logs calls into helpdesk software. Directs logged calls to the next level of assistance.
- Performs problem-solving activities on both software and hardware systems. Assists others in defining problems and effecting corrective action to restore desired operating levels.
- Writes, runs, and maintains queries as requested by users. Installs, tests, deploys, and documents Web applications using the appropriate tools.
- Works closely with IT Support Supervisor, peers, users, technical support personnel and technical personnel in other organizations. Attends seminars, classes, and other technically oriented meetings, works with technical manuals to solve problems and remain current with new skills.
- Performs related duties as assigned by IT Support Supervisor or IT Director.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from college or university with a bachelor's degree in computer science or a related field and two (2) years of experience in web design or systems design OR any equivalent combination of education and experience.

Special Requirements

- On-call availability for occasional server and phone system problems.

Necessary Knowledge, Skills and Abilities

- Working knowledge of current web content and design development software HTML, CSS, JavaScript, relational database design and integration, image development software (Adobe Photoshop, Illustrator, Flash), internet service integration (electronic commerce services, search engine integration), intranet and internet management software, data communication concepts; documentation procedures; technical writing accounting; negotiation techniques; and principles of organizational design.
- Working knowledge of IP telephone systems (ShoreTel systems preferred) including the operational configuration of servers and telephones, voicemail servers, adds, moves, changes, apply software updates, and other system changes.
- Ability to collaborate with different departments in web development and software designs to create graphical user interfaces, Web forms, and so on for company sites.
- Ability to resolve problems; must be capable of thorough research; ability to identify and document pertinent facts, develop alternatives and solutions.
- Ability to establish and maintain effective working relationships with users and other IT staff members; ability to read and understand technical manuals and instructions; ability to learn new methods and procedures on the computer; ability to communicate effectively both verbally and in writing; ability to teach people to use state of the art computer capabilities; ability to work under stress and time deadlines.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software; network and server computer system; fax and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.
- The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____